

SECTION 1: JOB DESCRIPTION

Job Title: Accommodation Manager (FTC) Maternity Cover	
Department: Operations	Location: Pure Highbury
Direct Reports: TBC	Reports To: Regional Manager

Key Purpose of the role

The Accommodation Manager ensures the smooth day-to-day running of the residence. A support to the on-site team as well as the residents. The Accommodation Manager will build rapport with the residents and ensure each resident receives an exceptional experience. Head up the on-site operations team and managing the smooth running of the site. Overseeing Housekeeping, Security, Maintenance and other necessary teams while maintaining an unprecedented student experience in-house.

Key Tasks

1. *Management Duties*
 - Managing in-house staff, including development, appraisals and disciplinary procedures
 - Mentoring new management staff for new residences
 - Managing contractor staff, working SLA's and account relations
 - Conduct regular weekly team meetings and 1-2-1's with staff
 - Liaising with Housekeeping, Maintenance and Security teams on a daily basis
 - Debt collection and payment management and managing deposit disputes
 - Completing database audits, including reconciliation of accounts and resolving accounting issues
2. *Finance Duties*
 - Setting and managing of annual building budget, including controlling services expenditure and stock control
 - Debt collection and payment management and managing deposit disputes
 - Completing database audits, including reconciliation of accounts and resolving accounting issues
3. *Sales and Marketing Duties*
 - Conducting sales viewings, booking appointments and helping the Sales and Reservations Team to reach their occupancy targets
 - Working closely with the Marketing and Reservations teams to develop sales initiatives and improve resident retention
4. *Resident Duties*
 - Resolving resident complaints, issues and discipline matters
 - Building rapport with residences
 - Implementing and running resident social programmes
5. *Other Duties*
 - General day to day running and upkeep of the residence, ensuring that all students are safe and happy
 - Introducing and developing building policies and procedures
 - Any other duties deemed necessary by the Operations Manager

SECTION 2: KNOWLEDGE AND SKILLS

Skills:
<ul style="list-style-type: none">• Client focused• Microsoft Word and Outlook• Excellent verbal and written Communication Skills• Excellent organisational skills• Focus on & commitment to excellence in customer service• Ability to meet deadlines
Attributes/ Personal Characteristics:
<ul style="list-style-type: none">• Desire to deliver and achieve excellent standards of service• The ability to lead & work within a team• Positive and Enthusiastic• The ability to stay calm under pressure

This job description list is not exhaustive and may alter in light of the changing needs of our clients. You may be required to undertake other duties from time to time as the company may reasonably require.

Closing Date: 28th February 2017